

Safety planning for victims

For every call you make, assume your phone number and name are being revealed to the person you are calling. In order to protect your privacy and safety, you may want to **consider blocking all your outgoing calls.** When your calls are blocked, your number and name will not be revealed through Caller ID services.

Block your lines with complete line blocking or on a per call basis.

Line Blocking:

- *must be ordered* through your phone company
- *automatically blocks* your phone number and name from being transmitted for every call unless you unblock on a per call basis
- is FREE initially for all customers and always for domestic violence victims, programs, program staff and volunteers in PA
- can be activated on most cell phones (check with your cellular company for more information)

Per Call Blocking (*67/1167):

- must be activated *each time* you place a call if you do not want your number and name revealed
- sounds two short tones before the regular dial tone when activated
- works in all 50 states and is always FREE of charge
- can be activated on most cell phones (check with your cellular company for more information)

NOTE: Cellular phone companies are now required by the FCC to transmit phone numbers.

If you obtain Line Blocking, verify that your lines are actually blocked.

Do not assume your lines are blocked!

- Phone companies may offer a free blocking verification number, so call to double-check.
- or*
- If a trusted friend has Caller ID, make arrangements to test your blocked lines.

Use caution when calling from a pay phone.

- Per Call Blocking should be functional on most pay phones.
- Read the instructions on the phone to determine how to block.
- If you cannot block the call, place an operator-assisted call or use a calling/credit card. (*See note on reverse side.*)

Activate necessary safeguards when in doubt.

If you cannot determine the blocking status of the phone you are using, make an operator-assisted call or use a calling/credit card to prevent the transmission of the phone number to Caller ID subscribers. (*See note on reverse side.*)

Evaluate options based on privacy/safety needs if your call is rejected.

If your lines are blocked and you place a call to someone using Caller ID with Anonymous Call Rejection (ACR), your call will not go through. Therefore, you have three choices:

- make an operator-assisted call (*See note on reverse side.*)
- use a calling/credit card (*See note on reverse side.*)
- unblock only if you are sure your safety will not be jeopardized

Vary your patterns.

Make calls from different locations and phones so an abuser cannot trace you to one area/phone.

Teach children how to use the phone.

Teach your children:

- about precautions before dialing
- how to use 911 and other emergency numbers
- how to reach an operator

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Delete Caller ID records.

Caller ID equipment maintains a record of incoming calls, even if they are not answered! If you share a residence with an abuser who uses Caller ID, delete any record of calls that could jeopardize your safety.

Protect your safety when seeking help.

- If you **place** a call to a battered women's shelter/program, call another "safe" number (friend, family, pizza shop, etc.) *immediately after hanging up* so an abuser cannot use a redial button or Repeat Call (*66/1166) to learn that you called a domestic violence service provider.
- Additionally, when you call a shelter/program, ask if their lines are blocked so you can evaluate your level of safety before deciding if you want a staff member/volunteer to call you in the future or if you prefer initiating the contact.
- If you **receive** a call from a domestic violence shelter/program, *immediately after hanging up* have a "safe" friend or family member call you. This strategy will prevent your abuser from using Return Call (*69/1169) to learn of your contact with the shelter/program if the service provider's lines are not blocked.

NOTE: The Pennsylvania Coalition Against Domestic Violence (PCADV) advises all shelters/programs to block their lines to protect privacy and increase victims' safety.

Trace harassing phone calls.

- If you are being harassed, use Call Trace (*57/1157) to electronically send the phone number of the last call received to the phone company's anonymous/annoyance call center.
- This service works regardless of whether the caller has blocked his/her lines, but must be activated before you place or receive any other calls.
- The phone company will provide the phone number to the police or other authorities upon your authorization.

NOTE: There is a fee for using Call Trace.

NOTE ON OPERATOR-ASSISTED AND CALLING/CREDIT CARD CALLS:

Use caution when placing operator-assisted and calling/credit card calls! Before completing such a call, verify with an operator that the option *will* over-ride Anonymous Call Rejection (ACR) **and** that the phone number and name will not be transmitted to a Caller ID unit. Operator-assisted and calling/credit card calls are options that can protect privacy in some telephone service areas, but not all — and not necessarily for every call. Phone companies in PA will not charge an additional fee for operator-assisted calls placed by self-identified domestic violence victims, programs, program staff and volunteers. **(If you need assistance or have any questions, contact Judy Yupcavage at PCADV.)**

Call your domestic violence program or PCADV

For more information, call your local domestic violence program or the Pennsylvania Coalition Against Domestic Violence (PCADV) at (800) 932-4632. To get the phone number of your local program:

- 1) look in your telephone book's blue pages under Abuse/Assault
- 2) call directory assistance
- 3) call PCADV

A local program staff member or volunteer can provide additional information about available services, volunteer opportunities and ways you can help prevent the crime of domestic violence in your community.



Pennsylvania Coalition Against Domestic Violence

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PCADV TELEPHONE LINES ARE BLOCKED AND WE DO NOT USE CALLER ID